



Learning Management System (LMS)

Frequently Asked Questions

- What is the Learning Management System (LMS)?
- What is the link to the LMS?
- As a County Eligibility Worker how do I reset my Covered California (CalHEERS) password?
- As a Covered California Certified Insurance Agent, when will I receive a Login ID and password to LMS?
- What do I do if I have not received my Login ID and temporary password to LMS?
- How do I log in to LMS?
- What if I'm having trouble logging in?
- What should I do if I am still having issues logging in?
- What did I do to get automatically logged off?
- What do I do if I lost or forgotten my LMS Login ID and/or password?
- Who do I contact if I have training or exam questions?
- What if I have completed my Course Assessment and my Course Lesson(s) still show as incomplete?
- Why am I getting an error message when I try to launch my course?
- As a Plan Based Enroller, why I am having trouble with my training webinar not loading?
- What Browsers are compatible with LMS?
- How do I clear my web browser's Cache?

Helpful Guides

- [LMS User Guide](#)
This tutorial shows you how to log into the LMS and use it to find your scheduled or assigned training.
- [LMS CEC Training Guide](#)
The following directions will provide a guide for individuals to register for Certified Enrollment Counselor (CEC) Training.

Related Links

- Covered California Agents Information Page:
<http://www.healthexchange.ca.gov/Pages/agents.aspx>
- Enrollment Assistance Program: In-Person Assistance and Navigators
<http://www.healthexchange.ca.gov/Pages/EnrollmentAssistanceProgram.aspx>



Learning Management System (LMS)

What is the Learning Management System (LMS)?

[Back to Top](#)

The LMS is a web-based learning system which provides access to all of your training, exams, and certifications in one secure location. After you have successfully registered for training, you will be notified that you are ready to begin your training and will receive an auto-generated e-mail containing your unique User ID and password.

What is the link to the LMS?

[Back to Top](#)

Access the Covered California Learning Management System (LMS) here:

learning.coveredca.com

As a County Eligibility Worker how do I reset my Covered California (CalHEERS) password?

[Back to Top](#)

To change your Covered California password, access the self-service portal here: Apply.coveredCA.com

- Click the **Log In** link at the top of the page – the *Log In* page displays.
- Click on the **Forgot your password?** link. The *Retrieve Account Details* page displays.
- Select the **Username** field, type in your username.
- Click the **Continue** button. The *Retrieve Account Details - Verify Identity* page displays.
- Select three security questions and provide answers.
- Click the **Continue** button. The *Retrieve Account Details – Reset Password* page displays.
- Select the **New Password** field, type in your new password.
- Select the **Reenter Password** field, retype your new password.
- Click the **Continue** button. The *Sign In* page displays.

If you cannot remember your security questions or you unsuccessfully attempted logging into Covered California more than three times, you will need to have your password reset:

- Click on the **Contact Us** link.
- The *Contact Us* page will display.
- Call Covered California Customer Service for assistance with recovering your username or resetting your password.



Learning Management System (LMS)

As a Covered California Certified Insurance Agent, when will I receive a Login ID and password to LMS?

[Back to Top](#)

If you've completed Agent Registration and are determined eligible, you will receive an LMS user name (Login ID) and password **via email within 2-5 business days**.

What do I do if I have not received my Login ID and temporary password to LMS?

[Back to Top](#)

The LMS generates a unique Login ID and password for each user. The Login ID and Password are sent by e-mail to each user. Occasionally, e-mails may be filtered to a junk/spam folder; it is important to check this folder. If a unique Login ID and password was not received, users should contact their manager.

How do I log in to LMS?

[Back to Top](#)

If you have already registered and received your LMS Login ID and Password go to the following web address: learning.coveredca.com.

The first time logging in, the system will ask for the password to be changed.

- Helpful Tips About Login IDs and Passwords:

The Login ID and password may only contain numbers, uppercase letters, lowercase letters and any of the following special characters: @, #, [, ^, \$, ., |, ?, *, +, (,),], {, }, \.

- Characters Not Accepted by LMS:

The following characters are not accepted/not allowed for Login ID or passwords (_), Hyphen (-), Period (.) and Apostrophe (') ARE NOT ALLOWED.

What if I'm having trouble logging in?

[Back to Top](#)

- **FIRST** check to make sure your internet browser is compatible. Click [Browsers](#) to check.
- Ensure **CAPS lock** is turned off.
- If logging in with a temporary password, do not copy & paste from email; always type username & password (*verify no extra spaces are included at the end of the temporary password* in the **Password* field).
- Try clearing your web browser's cache, cookies and history before trying again. Click [Cache](#) to learn how.
- Keep track of the number of times you've attempted to login. There is a 5 attempt login limit within an hour before being locked out. If this happens, wait 1-hour before attempting again or contact the LMS help desk at LMSHelpDeskCoveredCA@covered.ca.gov



Learning Management System (LMS)

What should I do if I am still having issues logging in?

[Back to Top](#)

- Try deleting cache (Click [Cache](#) to learn how)
- Ensure **CAPS lock** is turned off.
- Do not copy & paste from email; always type username & password (*verify no extra spaces are included at the end of the temporary password* in the **Password* field).
- Verify that these sites are listed as **safe sites** in your safe sender's list:
 - Covered.ca.gov
 - Merdiansi.com

What did I do to get automatically logged off?

[Back to Top](#)

You may not have interacted with the system for 20 minutes or longer. The system times out after 20 minutes of inactivity. Ensure you interact with your course within the limits to avoid a time out.

What do I do if I lost or forgotten my LMS Login ID and/or password?

[Back to Top](#)

If a new Login ID and/or Password are needed:

- **Go** to the Login in page at: learning.coveredca.com
 - **Scroll** to *Forgot your password* and/or *Forgot Login ID* link
 - **Click** on the link.
 - **Enter** the unique Login ID (for password reset) or your e-mail address.
- An e-mail containing a new Password or Login ID will be sent by email.

Who do I contact if I have training or exam questions?

[Back to Top](#)

If you are a Grantee, Agent or Enrollment Counselor, please contact your Training Coordinator who will be able to access your specific program and assist you.

If you are a County Worker, please email the CalHEERS help desk at helpdesk@CalHEERS.ca.gov



Learning Management System (LMS)

What if I have completed my Course Assessment and my Course Lesson(s) still show as incomplete?

[Back to Top](#)

- If you used the progress bar to bypass course questions to go directly to the “Test Your Knowledge” segment of the module then the course lesson will not be checked as complete. Each lesson was designed for all the questions to be completed.
- If you skipped answering/checking any box or button within a course lesson then the course lesson will not show as complete. Ensure that every box or button is checked before clicking on the “Save and Close” on the Conclusion page, as there is no indication when something is left blank or missed.
- If you did not click “Save and Close” and press the play button on the lesson Conclusion page then your Course Lesson will not be marked as complete.

Note: If you complete the Course Assessment before all courses are shown as complete with a check mark, you will not be able to move on to the exam without Service Center intervention.

Why am I getting an error message when I try to launch my course?

[Back to Top](#)

If you are using a Citrix type application to access the Internet, you may experience difficulties playing courses. Please consult your internal IT department to modify your application's security settings and/or to install Adobe Flash Player in your application.

As a Plan Based Enroller, why I am having trouble with my training webinar not loading?

[Back to Top](#)

To view this recorded webinar, you must have Adobe Flash Player installed. You can download it free by going to this link: <http://get.adobe.com/flashplayer/?promoid=JZEFT>

If you are still experiencing difficulty downloading your Adobe Flash Player, please contact your internal IT support department for additional troubleshooting assistance.

What Browsers are compatible with LMS?

[Back to Top](#)

The following browsers are compatible with LMS:

- Microsoft® Internet Explorer® versions 8 and 9, 10
- Google®Chrome versions 24-27, 30
- Mozilla® Firefox® versions 17-21
- Apple® Safari® version 5.1.7 (PC) and 4.0 (Mac)

How do I check my browser's version?

[Internet Explorer 8, 9, 10](#)

[Chrome](#)

[FireFox](#)

[Safari](#)



Learning Management System (LMS)

How do I clear my web browser's Cache?

[Back to Top](#)

About Internet Cache

Each time you access a file through your web browser, the browser caches (i.e. stores) it. By doing this, the browser doesn't have to newly retrieve files (including any images) from the remote web site each time you click **Back** or **Forward**. You should periodically clear the cache to allow your browser to function more efficiently.

What browser are you using?

[Internet Explorer 8, 9, 10](#)

[Chrome](#)

[FireFox](#)

[Safari](#)

Browser Version and Cache

Internet Explorer 8, 9, 10

➤ Check your version

1. Open Internet Explorer and click **Help** from the menu bar.
2. Select **About Internet Explorer** from the drop-down list.
3. A dialog box will now appear containing the browser's **version number**. The first two numbers are generally referred to as the version number.

[Back to Browsers](#)

➤ Clear your cache

1. Click **Tools**, and select **Delete Browsing History**.
2. Deselect **Preserve Favorites website data**, and select **Temporary Internet files, Cookies, and History**.
3. Click **Delete**.


[Back to Cache](#)



Learning Management System (LMS)

Chrome

➤ Check your version

1. In the top right hand corner of the browser bar, click on the **Menu** () icon.
2. Select **About Google Chrome** and the version is listed in the display.

[Back to Browsers](#)

➤ Clear your cache

1. In the browser bar, enter: chrome://settings/clearBrowserData.
2. Select the items you want to clear (e.g., **Clear browsing history, Clear download history, Empty the cache, Delete cookies and other site and plug-in data**).
3. From the **Obliterate the following items from:** drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select **the beginning of time**.
4. Click **Clear browsing data**.

[Back to Cache](#)

Firefox

➤ Check your version

1. Open Firefox and click the **Help menu item**.
2. Select **About Firefox**.
3. The About Mozilla Firefox window will appear. Your version number is listed underneath the Firefox name.

[Back to Browsers](#)

➤ Clear your cache

1. From the **Tools** or **History** menu, select **Clear Recent History**. If the menu bar is hidden, press Alt to make it visible.
2. From the **Time range to clear:** drop-down menu, select the desired ranges; to clear your entire cache, select **Everything**.
3. Click the down arrow next to "Details" to choose which elements of the history to clear. Click **Clear Now**.

[Back to Cache](#)

Safari

➤ Check your version

1. Open Safari and click **Help** from the menu bar.
2. Select **About Safari** from the drop-down list.
3. A dialog box will now appear containing the browser's **version number**. The numbers located outside of the parenthesis is the actual version of Safari.

[Back to Browsers](#)

➤ Clear your cache

1. From the **Safari** menu, select **Reset Safari...**
2. From the menu, select the items you want to reset, and then click **Reset**. As of Safari 5.1, **Remove all website data** covers both cookies and cache.

[Back to Cache](#)